# Online Ordering User Guide

CountryChoice
Catering for retailers

# Country Choice Online Ordering – An Introduction:

## Simple, Quick, Convenient

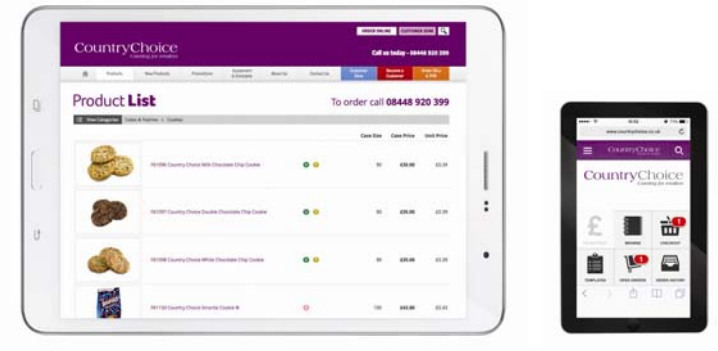
All products and information are at your fingertips. You can search by product code or name or browse by category – whichever you find easiest. Save order templates, shop using past or recurring orders or place a new order from scratch – the choice is yours!

## Online Promotions

As well as displaying your normal price, our online system will highlight all our regular promotions.

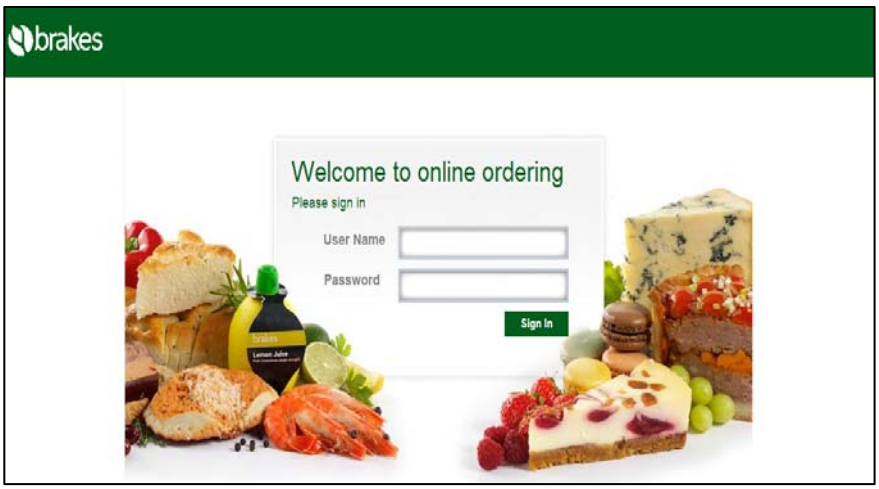
## Complete Flexibility

Whatever the time of day our online ordering system is always open. Orders are confirmed via email and you can amend your order either online or via Telesales right up to the normal cut-off time. Your delivery schedule remains unchanged.



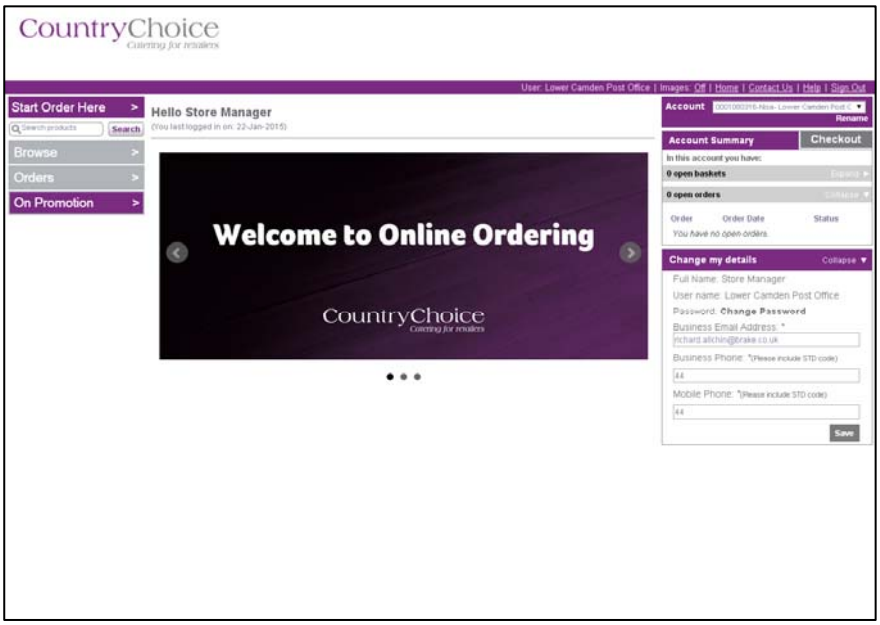
**Getting Started…**

**1. Logging In**




- Go to https://enabler.conexa.co.uk/Online
- Enter your User Name and Password. Click the “Sign In” button to proceed.

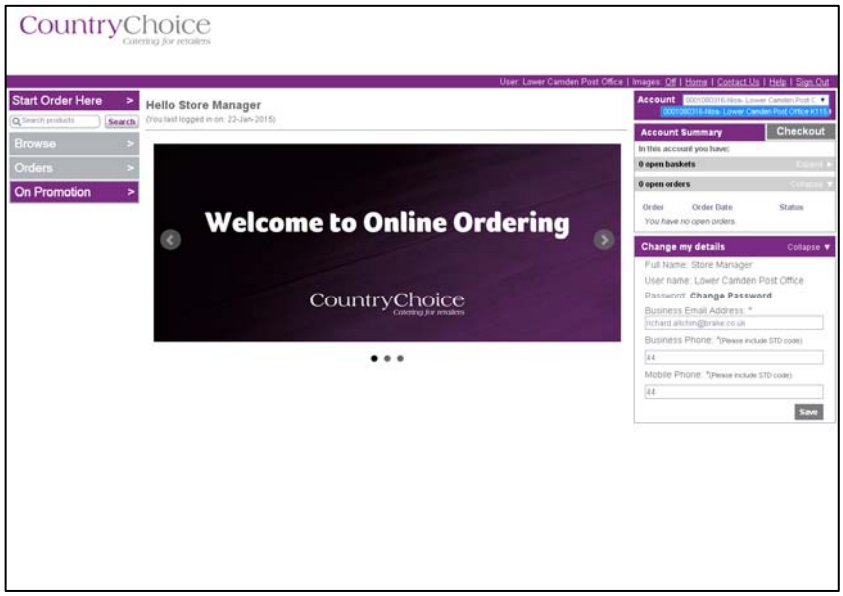
**2. Your Homepage and Account Summary**




- A summary of your account is displayed showing the number of Open Baskets, Open Orders and Recent Orders. Click these links to take you directly to the orders or baskets you wish to view.

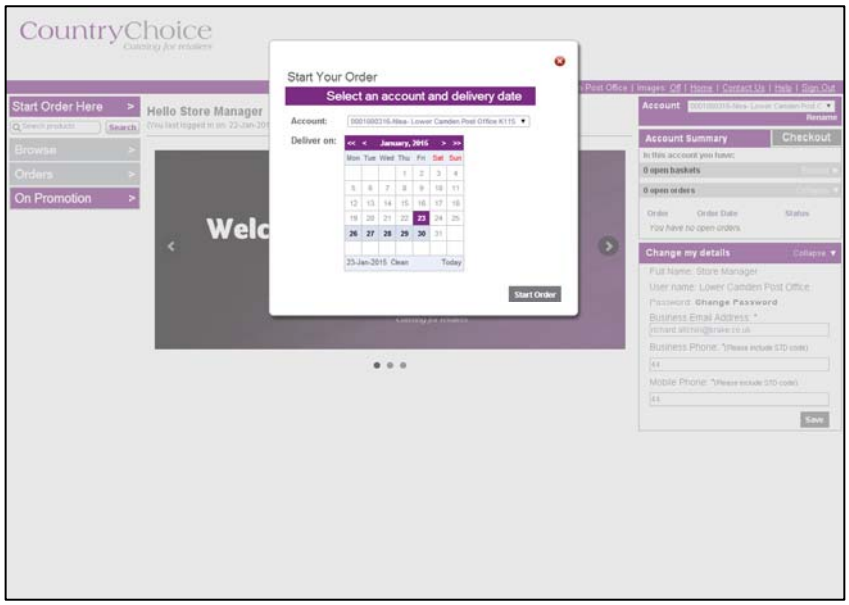
**How to order…**

## 1. Selecting an Account



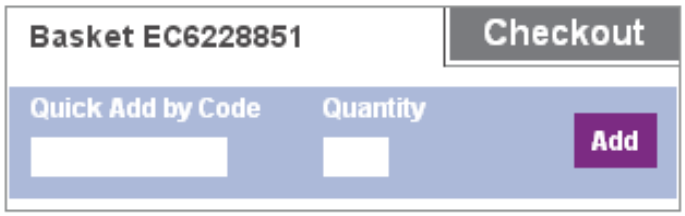

- Select the account you wish to use from the account drop down box.

## 2. Starting an Order



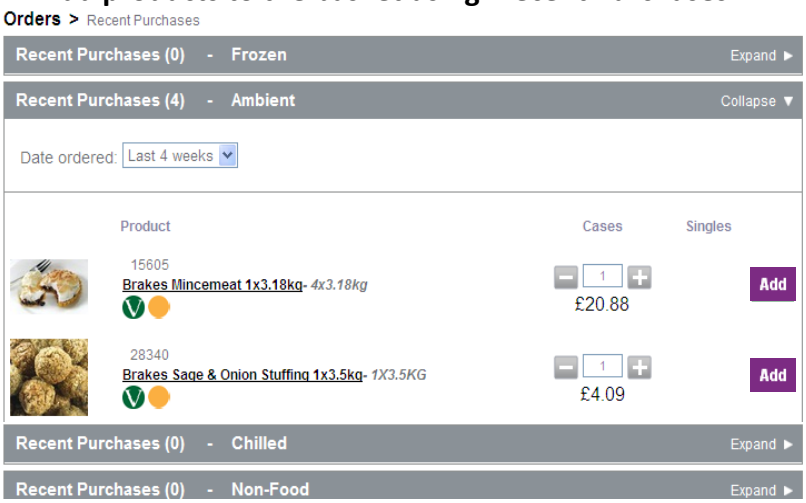

- Click the **Start Order Here >** button to begin.
- Then use the calendar to choose the required delivery date. When you are happy with your selection click **Start Order** to continue.

## 3. Add product to the basket using 'Quick Add'



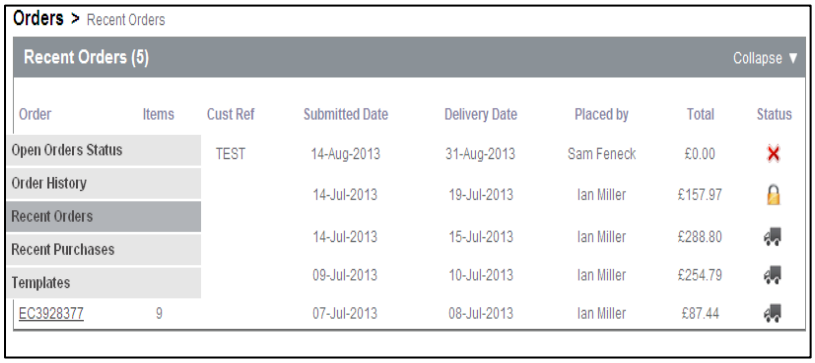

- If you know the product codes, simply key the product code into the quick entry box at the top of the basket followed by the quantity, and then click the **Add** button.
- This can also be done using the keyboard alone. Step between the fields using the '*Tab*' key, entering the codes and quantities, and then using the '*Return*' key when on the **Add** button.

## 4. Add products to the basket using 'Recent Purchases'



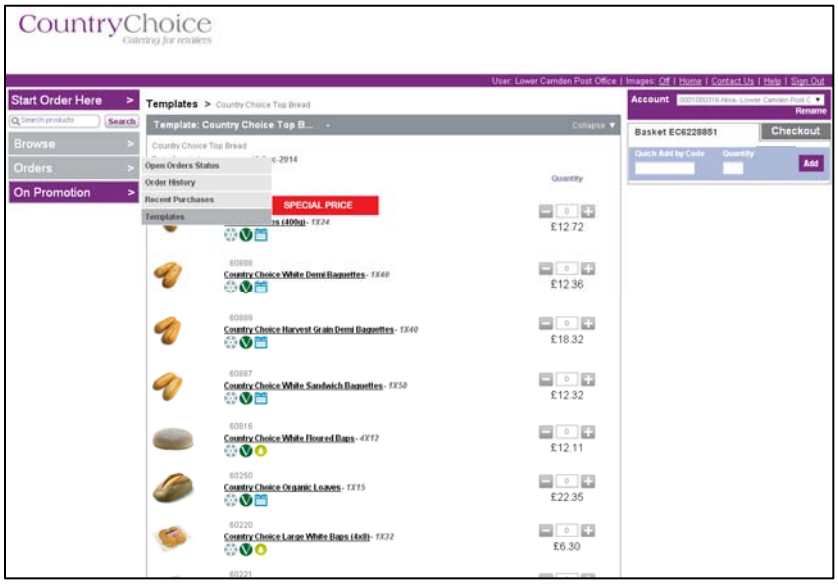

- Select the '*Recent Purchases'* sub menu in 'Orders' to view your recent purchases.
- When in the '*Recent Purchases*' submenu, simply adjust the quantities by keying them in or using the − & + buttons in each row.
- Use the **Add** button to add the products to basket.

## 5. Add products to the basket using 'Recent Orders'




- Select the '*Recent Orders'* sub menu in '*Orders*' to view your recent orders. From the list of orders, choose a specific order by clicking the Order Number to display the products.
- Add products to the basket by adjusting the quantities and clicking the **Add** button.
- To quickly add products, simply tick the tick box at the end of each product line, and then click the **Add Selected** button.

## 6. Add products to the basket using 'Templates'

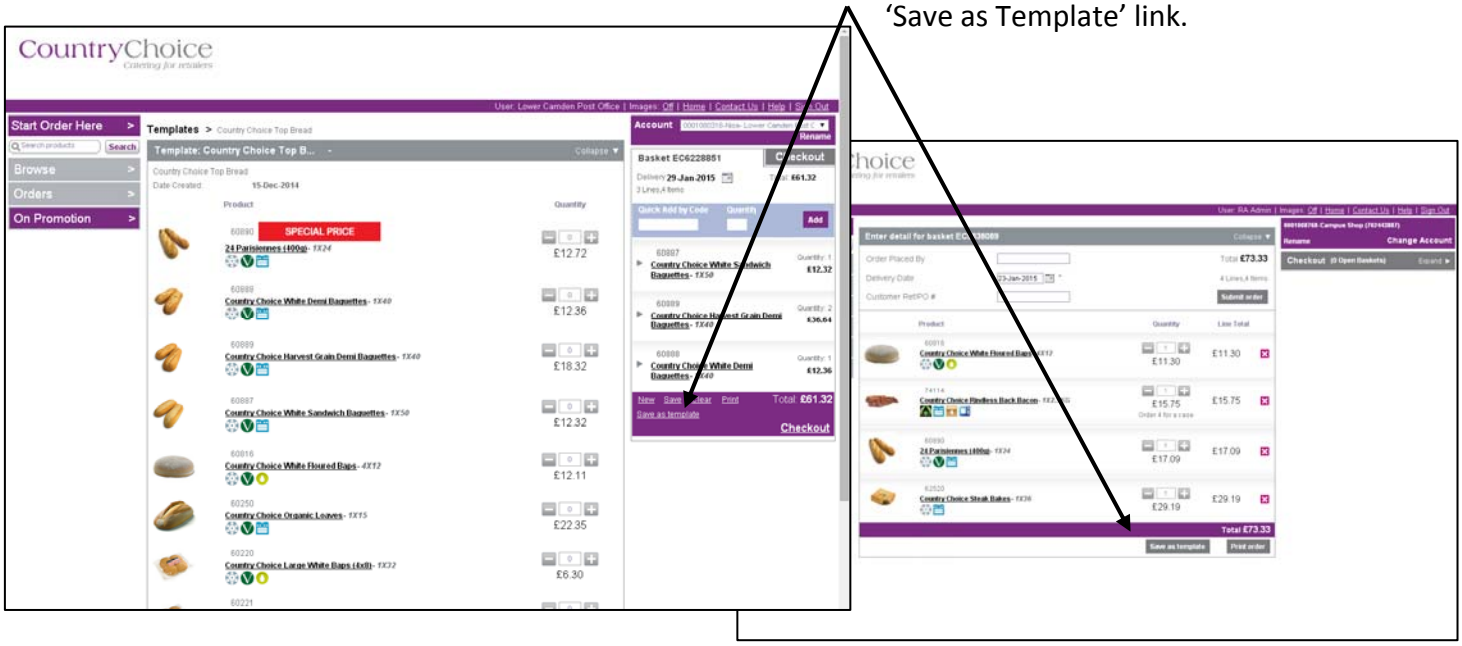



- Select the '*Templates*' sub menu in *'Orders'* to view the list of templates that have been created. Click one of the templates to display the products.
- Add products to the basket by adjusting the quantities and clicking the **Add Selected** button.
- If you wish to remove a product simply click ✖.

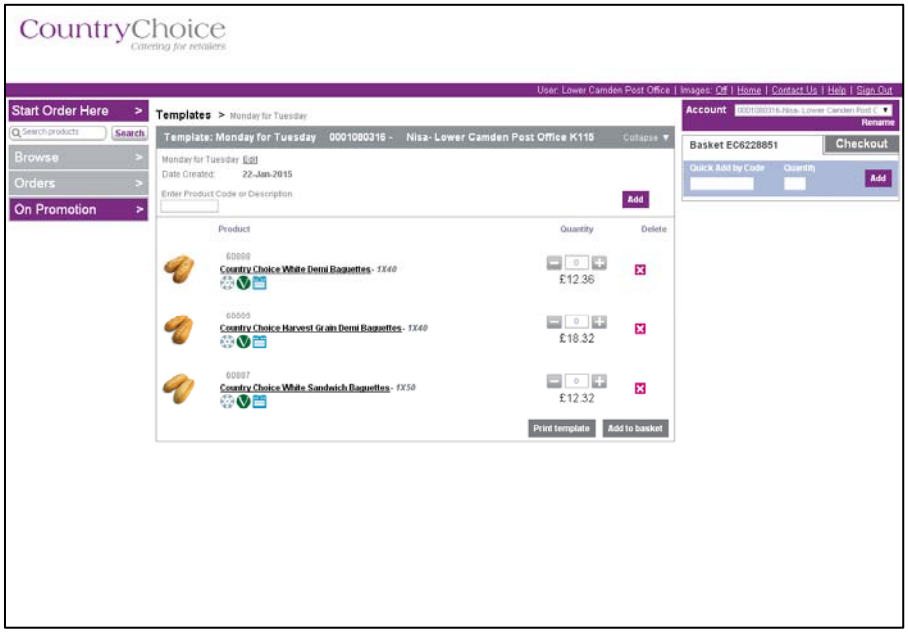
## Creating Templates…

### 1. Template creation

- At various places throughout the system, Templates can be created by clicking the ‘Save as Template’ link.




### 2. Amending templates

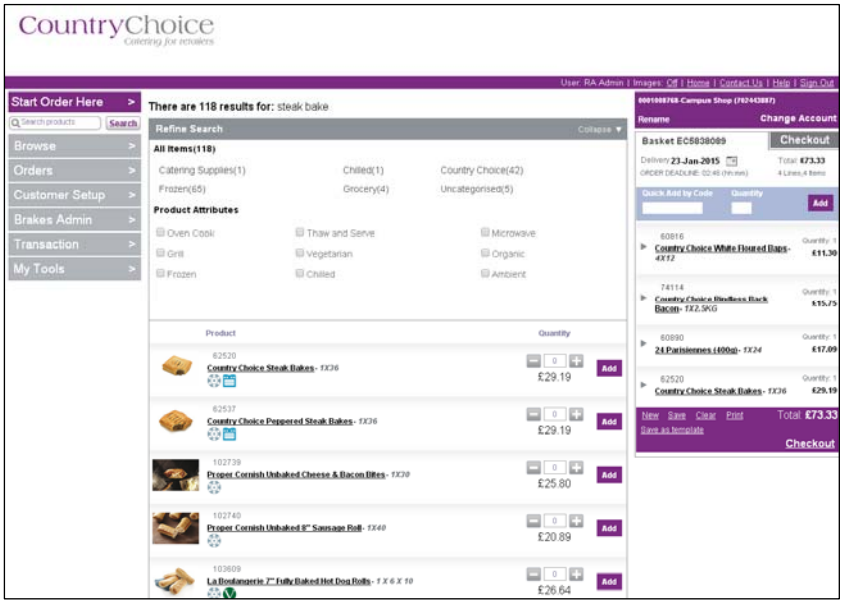



- Once in the template, the name of the template can be amended by clicking the ‘Edit’ link. Also, products can be removed from the template by clicking the ✖ button

- Products can be added to templates by using the ‘Enter Product code or description’ box. Simply enter either then click **Add**.

## Finding Products…

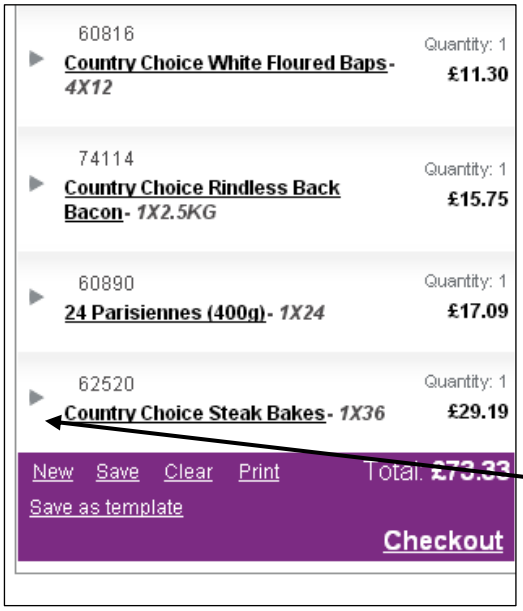
### 1. Product Search




- Search for products at any stage by using the product search box. Simply enter a product code or keyword in the search box and click the Search button.
- Take care to use the correct search terms. For example, when looking for "*Stilton*", search for "*Stilton*", not "*Cheese*".
- You will then have the choice to refine your search by using the filter functions. Click on the box to filter by attribute.

## Amending the Basket…

### 1. Amending the Basket




- The Basket will remain the right hand side of the screen allowing you to amend it at any time.
- You can add a product to your basket at any time by using *'Quick Add'.*
- The quantity can then be increased or decreased using the − & + buttons, If you wish to remove a product simply click ✖.
- Once a product has been added to the basket, it can still be amended or removed. Click the ▶ button against the product in the basket to expand it.

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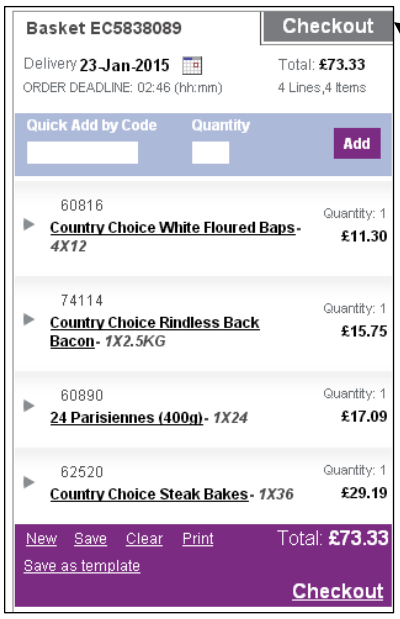
## Submitting the Order…

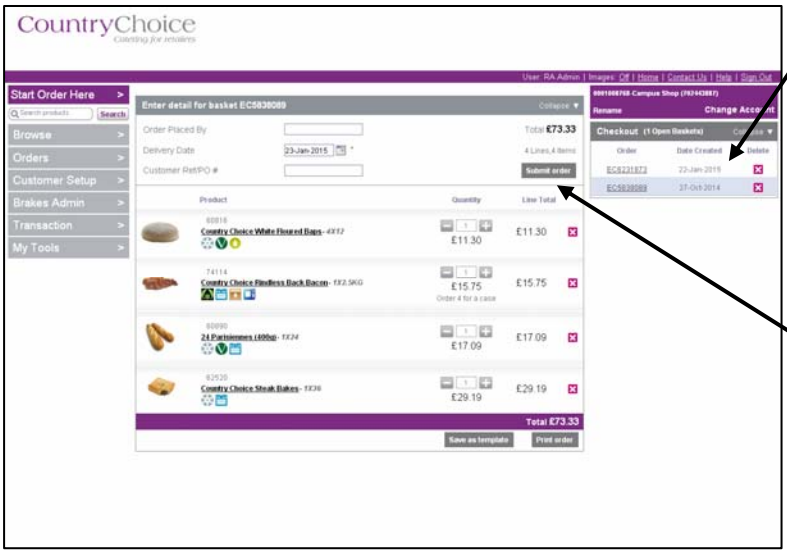
### 1. Checking out the basket




**NB Orders must be placed before the usual cut-off times. Orders past cut-off can not be submitted**

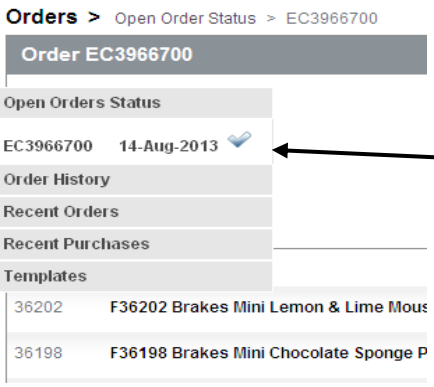
- Once the basket is complete, click the **Checkout** button to go onto submitting your order.

### 2. Placing the order




- If you have several baskets, choose the basket you wish to submit as an order from the list on the right.
- Check the 'Order Placed By' field along with the requested delivery date. At this stage the products in the basket can still be amended.
- Once happy with the order, click the **Submit order** button
- To continue shopping, simply enter a new search term or use the 'Browse' sub menu.

### 3. Order Submitted




- Once the order has been submitted, you will see a '"Waiting for Confirmation" message. You can either wait for the confirmation or click the 'Don't wait for Confirmation' option.
- The status of the order can be checked by selecting the '*Open Orders Status'* sub menu in '*Orders*'.
- Once confirmed, an email confirmation will be sent to the user.

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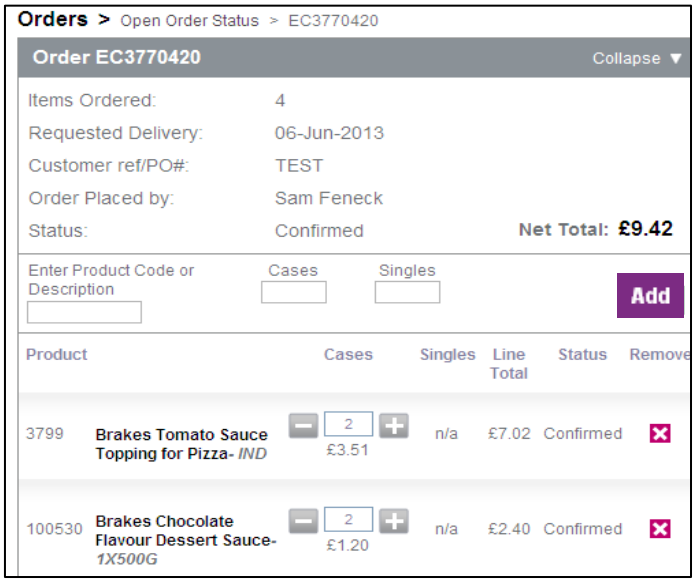
## Managing Orders…

### 1. Amending an Order




- Once you have submitted an order you still have the chance to change or cancel it.
- Select the order number you wish to amend in the '*Open Order Status'* page.
- To change an order, simply continue adding/deleting products and adjusting the quantities. Once you are satisfied with the change click **Submit Change**.
- To cancel an order click **Cancel Order**.

Dear SF Test

Thank you for ordering from Brakes, your order is confirmed below.

Your Order: TEST (EC3966700)

Your Account: 0000067405 Wrag Barn Golf & Country Club

Your order will be delivered on 31/08/2013 and the total guide price is £0.00

The products you ordered and their status are listed below:

| Product | Price: | Case Qty: | Split Details: Qty: | |
|---|---|---|---|---|
| F30657 Brakes Salted Butter Swirls-30657 2X100 (2KG) | £13.84 | 0 | | Cancelled by SF Test |
| F36198 Brakes Mini Chocolate Sponge Puddings-36198 1 X 24 | £18.97 | 0 | | Cancelled by SF Test |
| F36202 Brakes Mini Lemon & Lime Mousse-36202 1 X 20 | £15.81 | 0 | | Cancelled by SF Test |
| F30515 La Boulangerie 7.5" Fully Baked Sandwich Baguettes-30515 1x45 | £21.13 | 0 | | Selected |

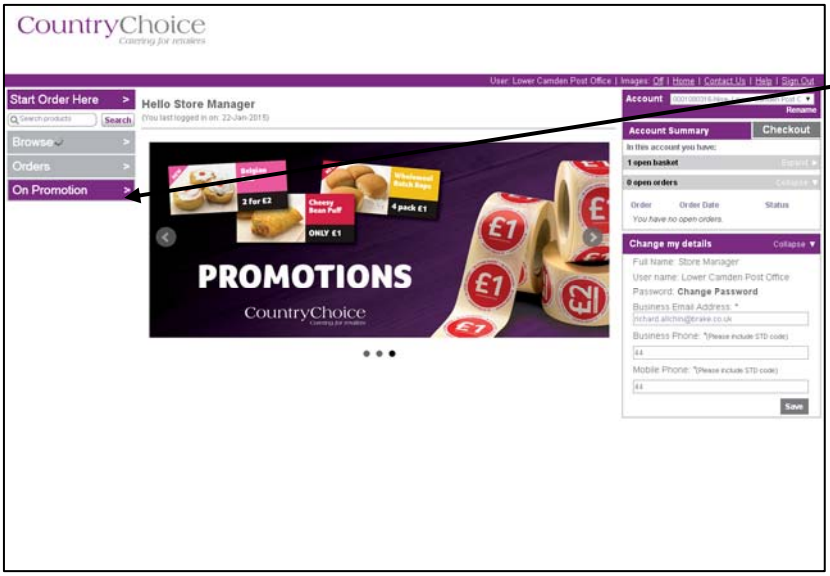
- Once confirmed, an email confirmation will be sent with the updated amendments.

### 2. Review the status of submitted orders

- To review the status of recent and past orders placed, go to the 'Orders' menu and chose either Order History or Recent Orders. Click on the order you wish to view to display the products in the order.
- A summary of the baskets, open orders and recently placed orders can also be viewed on the Homepage.

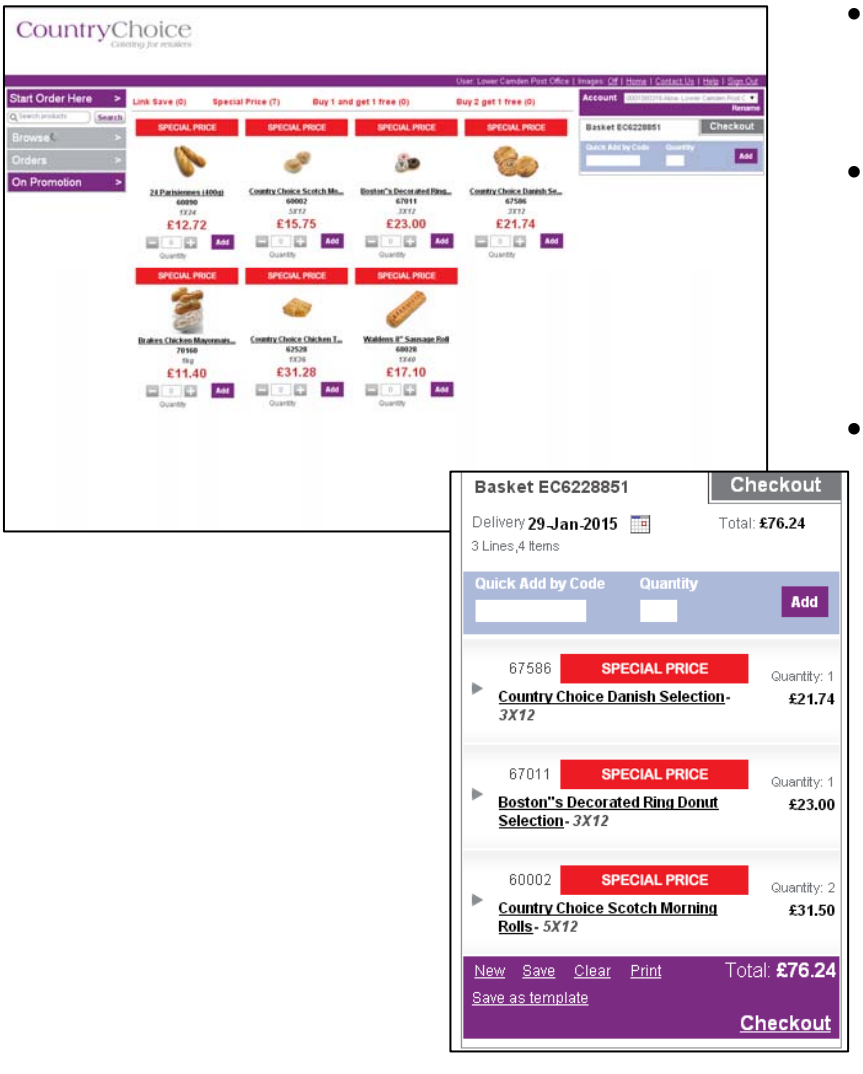
**Promotions...**

## 1. How to find promotions




- Latest promotions will be displayed on the Promotions tab.

## 2. Promotions




- *A special price will only be shown against an account if the special price is LESS than the current contract price.*
- When in the '*special price'* section, simply adjust the quantities by keying them in or using the − & + buttons in each row. Use the **Add** button to add the promoted products to the basket.
- Once successfully added into basket the selected promotion will be shown above the item. In this case **SPECIAL PRICE** will be shown.